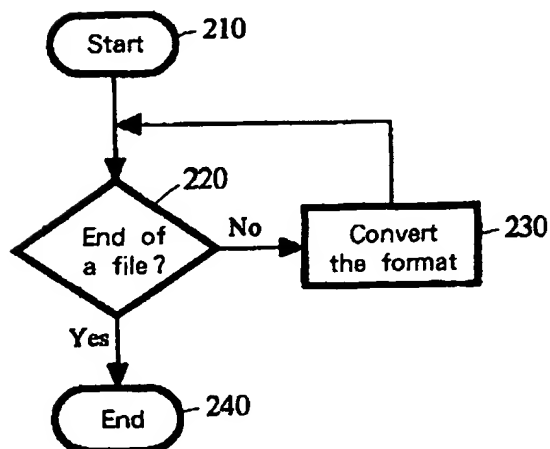


Fig. 1



**Fig. 2**



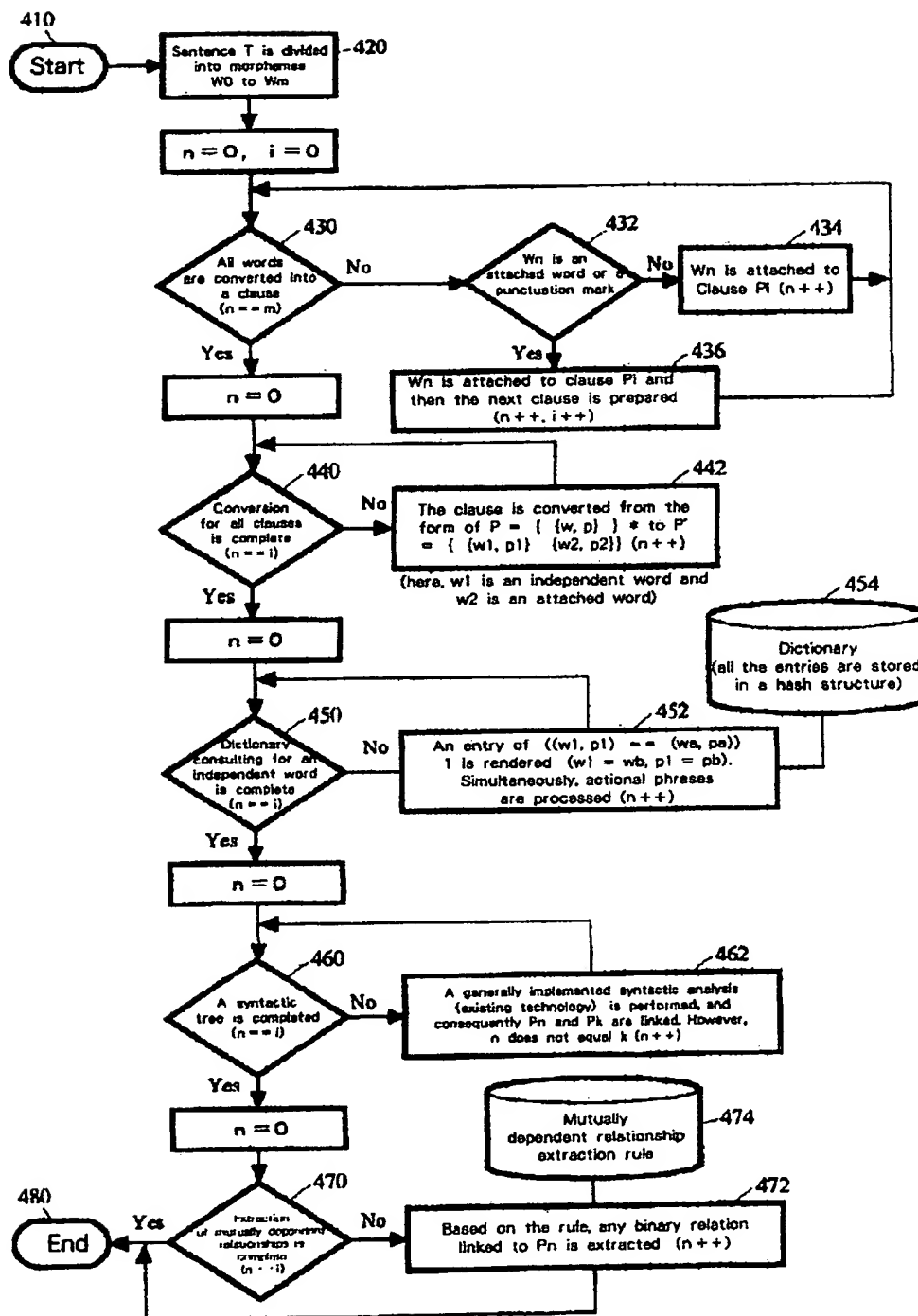


Fig. 4

fa  
↓  
Category A

		A1	A2	A3	A4	A5	A6	A7
fb → Category B	B1	1720 (89.6%)	56 (2.9%)	116 (6.1%)	7 (0.3%)	8 (0.4%)	7 (0.3%)	1 (0.0%)
	B2	1255 (90.5%)	21 (1.5%)	100 (7.2%)	4 (0.2%)	2 (0.1%)	2 (0.1%)	2 (0.1%)
	B3	1072 (95.0%)	28 (2.4%)	18 (1.5%)	5 (0.4%)	0 (0.0%)	3 (0.2%)	1 (0.0%)
	B4	501 (90.1%)	9 (1.6%)	40 (7.1%)	1 (0.1%)	3 (0.5%)	2 (0.3%)	0 (0.0%)
	B5	649 (93.2%)	26 (3.7%)	17 (2.4%)	1 (0.1%)	0 (0.0%)	3 (0.4%)	0 (0.0%)
	B6	682 (95.5%)	13 (1.8%)	15 (2.1%)	3 (0.4%)	0 (0.0%)	1 (0.1%)	0 (0.0%)
	B7	676 (96.9%)	11 (1.5%)	5 (0.7%)	3 (0.4%)	1 (0.1%)	1 (0.1%)	0 (0.0%)
	B8	673 (90.7%)	34 (4.5%)	26 (3.5%)	4 (0.5%)	0 (0.0%)	5 (0.6%)	0 (0.0%)
	B9	528 (74.3%)	134 (18.8%)	10 (1.4%)	14 (1.9%)	2 (0.2%)	22 (3.0%)	0 (0.0%)
	⋮	⋮	⋮	⋮	⋮	⋮	⋮	⋮

Display area (1)

Fig. 6

Category B

Frequency/relative frequency	Sort	<input type="radio"/> Frequency	<input checked="" type="radio"/> Relative	Snap shot
Hardware	1720			WINDOWS98
Terminology	1255			WINDOWS95
Command	1072			Upgrade
Subject component	501			Recovery
Problem classification	649			Message
Call classification	682			WINDOWS
Response/reaction classification	676			Driver
Model name	673			Software
Solution period (min.)	528			Strat up time
Call frequency				Application
Number of personnel in charge				
Number of teams in charge				
Noun				
Proper noun				
Other				
Person's name				
Organization's name				

Display area (2)

Fig. 7

09612136-070700

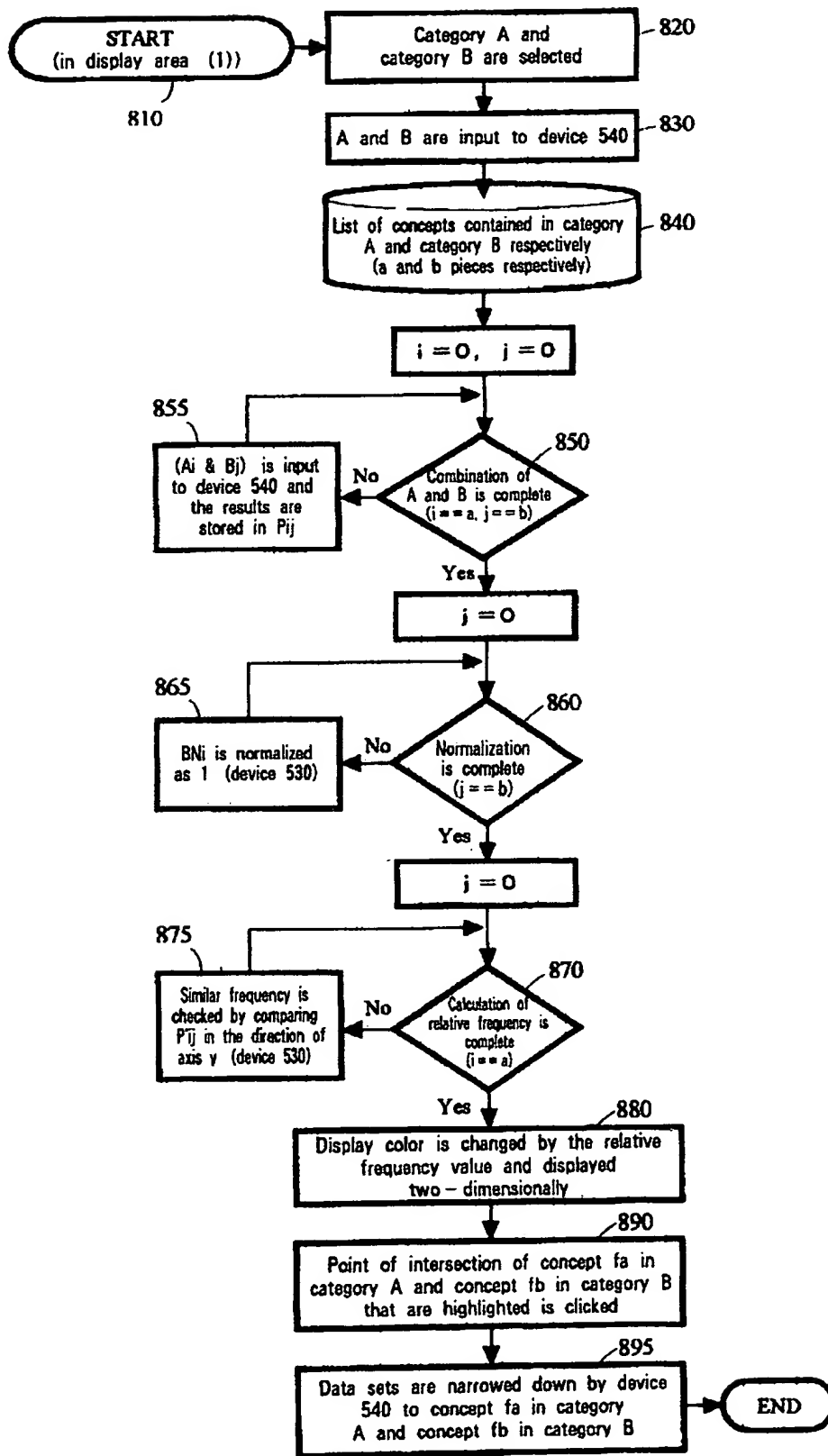


Fig. 8

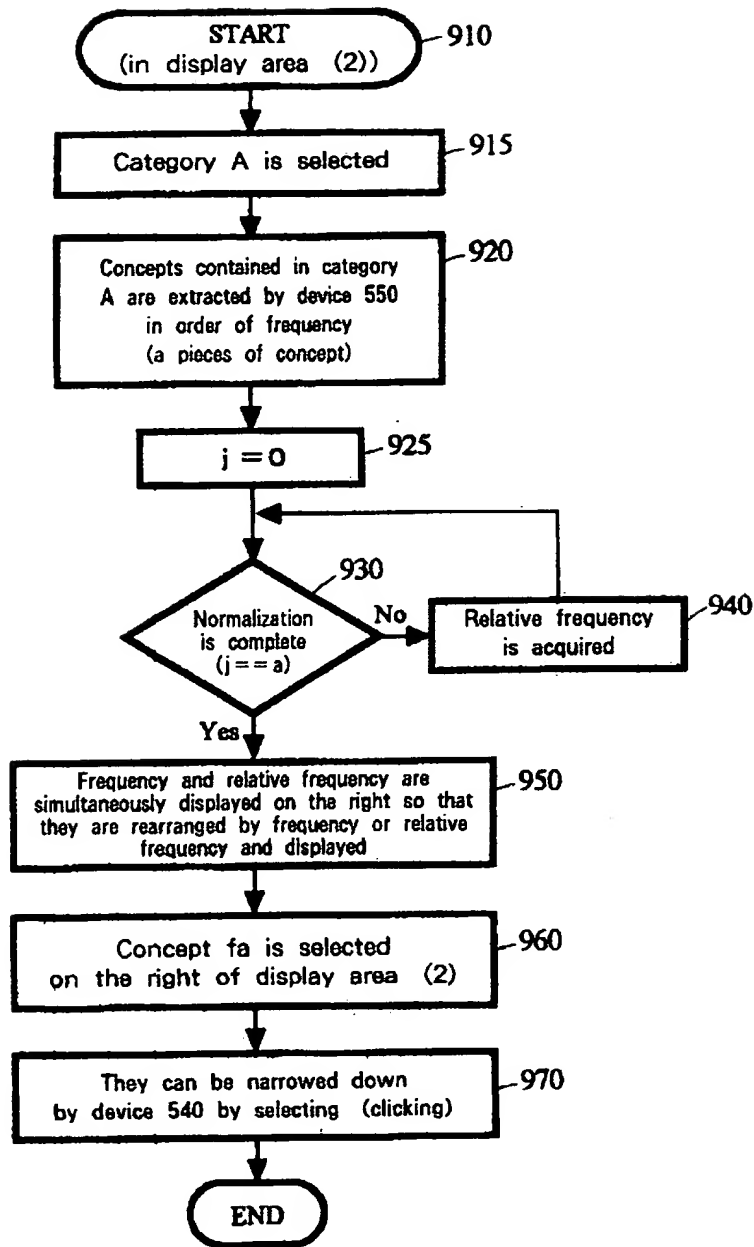


Fig. 9

Display area (1)

Frequency / relative frequency	Sort <input checked="" type="radio"/> Frequency <input type="radio"/> Relative <input type="radio"/> Item	Snap shot
Software	100%	-----
Terminology	100%	Hard disk
Command	100%	-----
Subject component	100%	-----
Problem classification	100%	-----
Call classification	100%	-----
Response/reaction classification	100%	-----
Model name	100%	-----
Solution period (min.)	100%	-----
Call frequency	100%	-----
Number of personnel in charge	100%	-----
Number of teams in charge	100%	-----
Noun	100%	-----
Proper noun	100%	-----
Other	100%	-----
Person's name		
Organization's name		

**Fig. 11**

004040" 9ET2F960

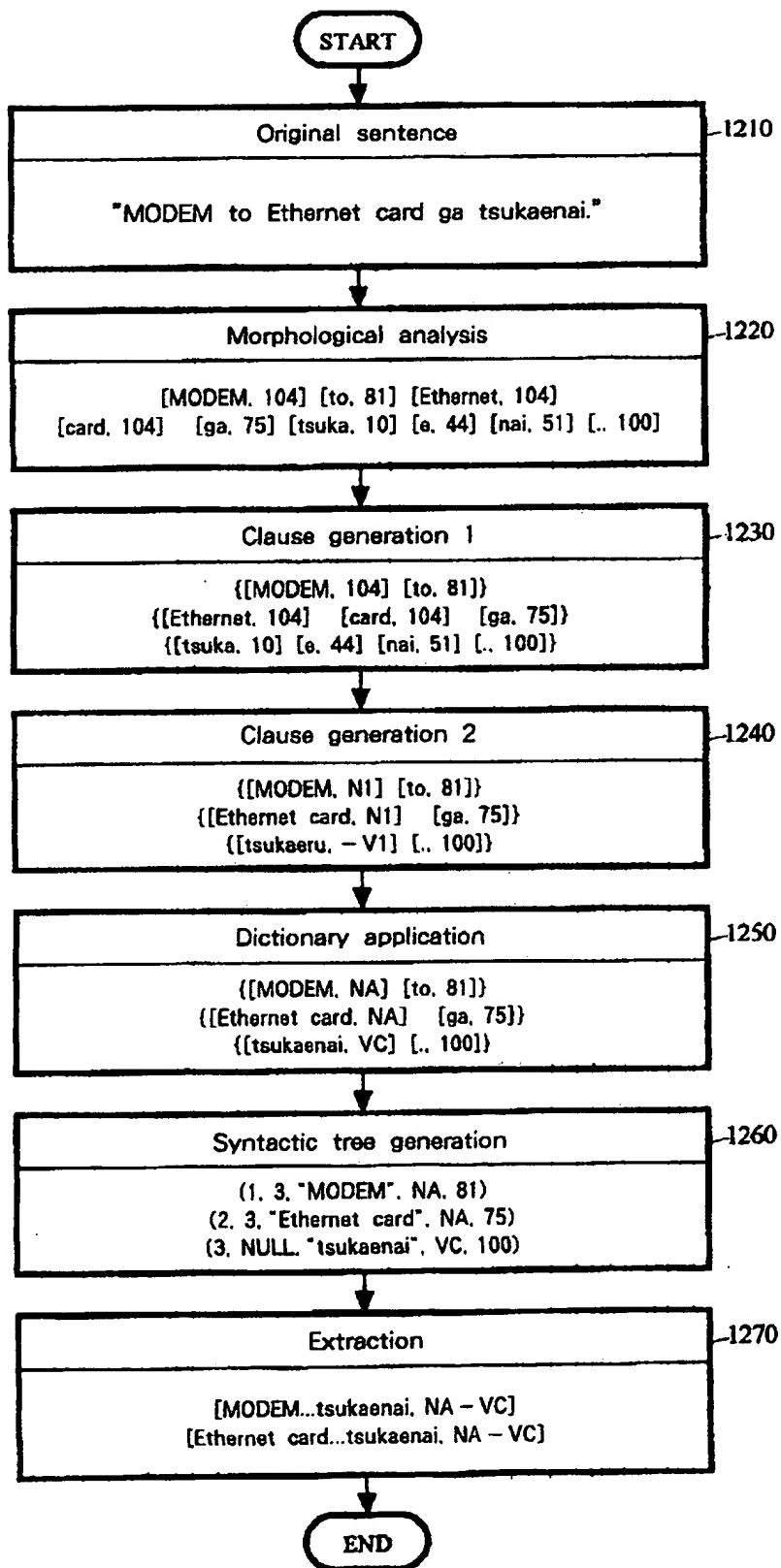
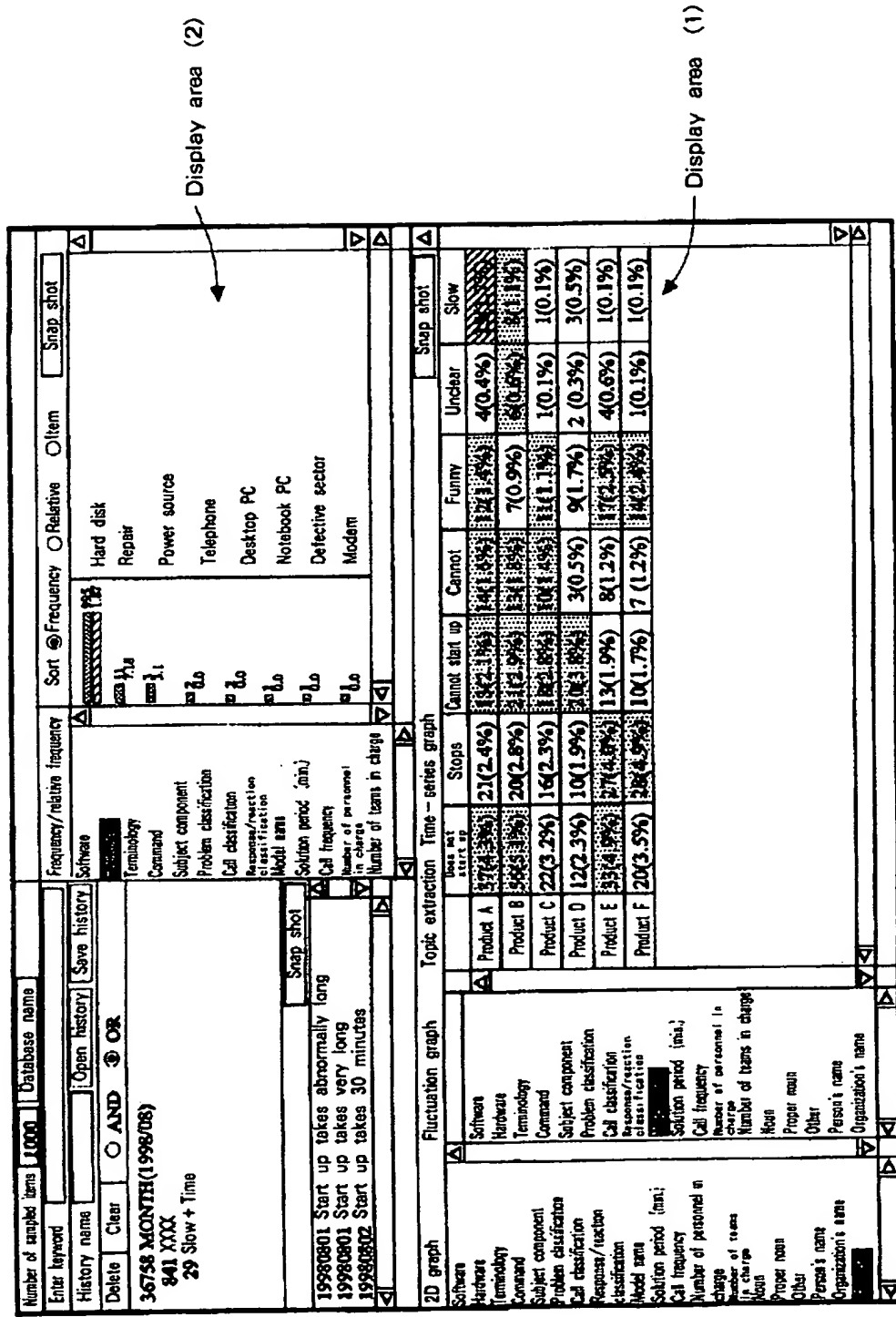


Fig. 12





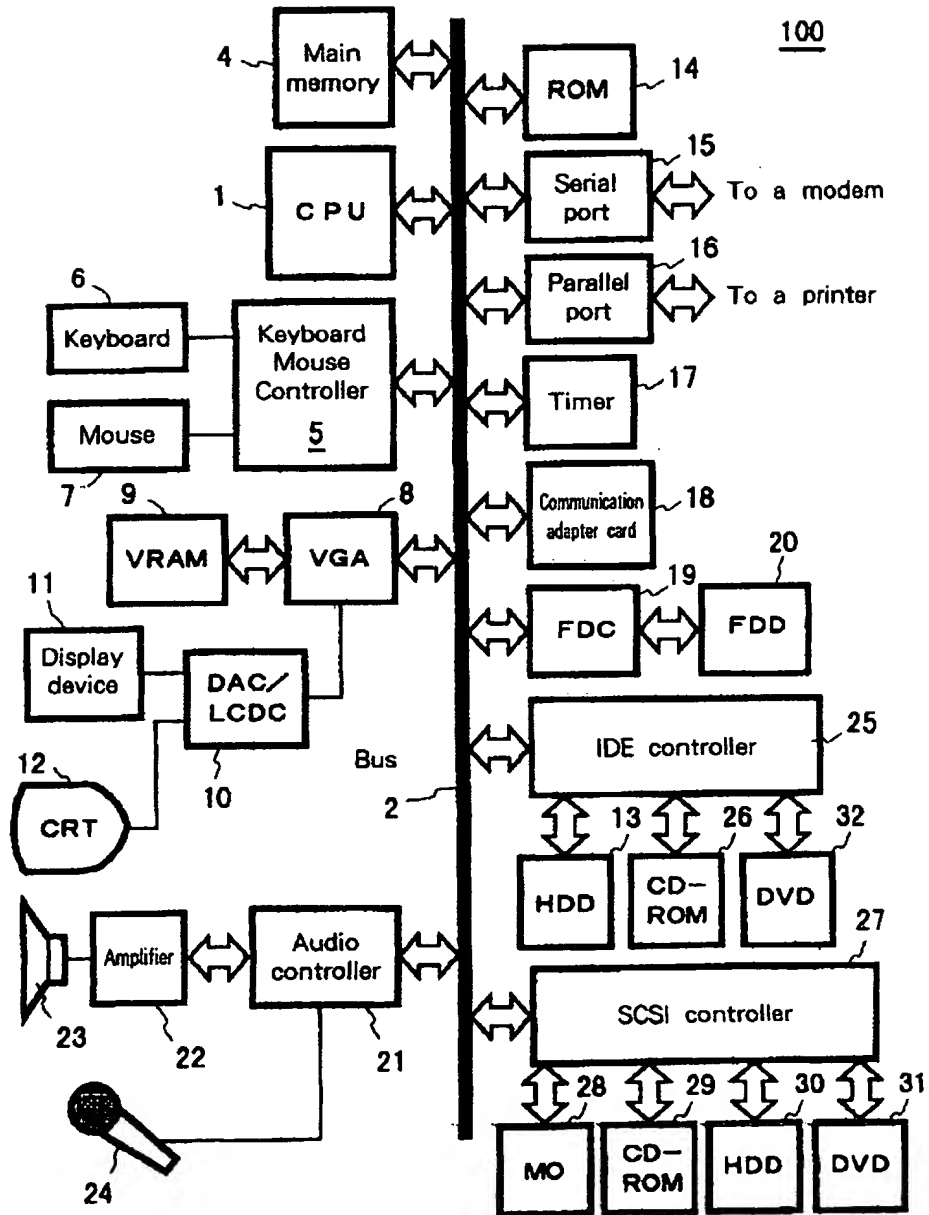


Fig. 14